

ATTACHMENT N – REFERENCE QUESTIONNAIRE SURVEY

Customer Feedback System Vendor Reference Questions

Vendor Name: _____

Reference Name and Organization: _____

Contact Information of references: _____

1. Please tell us the nature of your relationship with the Vendor. What type of work do they do for your system?

2. How long have you been a client of Vendor?

3. What are the top 3 recommendations that Vendor has made that your organization and has implemented? What were the results?

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4. Specifically, with regard to Customer Feedback Systems, what recommendations for improvements have they made relative to managing Customer Feedback Systems in this area?

What evidence do you have of cost reductions in this area?

5. Has Vendor provided any feedback or recommendations to your organization in the areas of Customer Feedback Systems? Application improvements or program development?

6. Overall on a scale of 1 to 10 with 1 being low impact/low value and 10 being high impact/high value, how would you rate the performance of Vendor relative to the system provided? Please provide any comments supporting your rating.